



Trading Support Executive

Trading Support | Sophia, Bulgaria | Office based

The Opportunity:

We're looking for a Trading Support Executive to play a pivotal role in the operation and success of the Trading Support team of a Sportsbook operator's managed service. An opportunity to join a growing team that provides 24/7 support to our Sportsbook teams and partners. You will work as part of a high performing team, in a dynamic, fast-paced environment, ensuring that all stakeholders receive first-class support in an efficient manner. This role reports to the Trading Support Lead.

Role Overview

Trading support is a vital service within the Trading Operations structure and the responsibilities of a Trading Support team have a critical impact on the overall Sportsbook performance. The responsibilities for this role include:

- Acting as the single point of contact for all incidents and queries raised across the Sportsbook floor and wider Sportsbook Business.
- Interacting with all Sportsbook teams on a daily basis to clarify and discuss tickets raised to Trading Support.
- Taking ownership of all Sportsbook queries and incidents in the workflow software, working closely with Leads in a shift coordinator or shift support to ensure all workload is effectively managed in the correct channels to the appropriate teams and are followed through to resolution.
- Using your understanding of the customer landscape and Business priorities to triage, prioritise and delegate workload accordingly to fellow colleagues.
- Using your system knowledge to coordinate the mitigation or resolution of significant issues where this can be controlled operationally.
- Logging all Trading, feed and technical issues impacting our partners, ensuring accuracy and diligence of data.
- Recognising issue patterns and raising any concerns, possible solutions or prioritisation considerations to management.
- Communicating the impact of major incidents on Trading to the wider Sportsbook Business
- Accurately processing all event resettlements, palpable error corrections and gestures of goodwill and ensure information sent to clients is accurate and compliant.
- Using logging and reporting tools to report on individual issues, errors, and feed downtime.
- Liaising directly with feed providers on a day-to-day basis.

- Creating, managing, and settling events within the Trading systems, where required.
- Taking on any additional responsibilities as directed by Leads and management.
- Following clearly defined process to ensure incidents, issues and queries are escalated to senior management where required.

This could be you if you can demonstrate:

- The ability and appetite to work in a high-pressure environment, making key decisions at pace, while adhering to robust processes and individual, and team KPI's. You will play a key role in ensuring all stakeholders receive first-class support.
- An ambition for growth and development on an individual, and team level.
- A desire for exposure to the wider Sportsbook business, including Technology, Product, customer-facing functions, and feed providers.
- Strong communication with stakeholders at all levels of the business, ensuring you can apply the appropriate approach considering the context and audience.
- A customer-first approach, prioritising the needs of our clients when making any decision that could impact the performance and profitability of the business.

These skills, attributes and experience will help:

- Ability to thrive under pressure; can deal with volatile situations calmly and without stress to make quick and accurate decisions.
- Experience; you may have previous experience in the Sportsbook industry, or a role in a customer-facing function.
- Good eye for detail.
- Flexibility; operating as a 24/7 support team, there will be a requirement to work during unsociable hours around the sporting calendar.
- Prioritisation; an ability and confidence to digest large volumes of information quickly, prioritising and delegating tasks to individuals.
- Knowledge; have a good understanding of major sports and betting terminology.

Who we are, what we do & why:

The world is a big place full of amazing opportunities. The purpose of RokkerX is simple, to empower a global community of people and businesses to realise their potential.

RokkerX build high performing in-country teams in strategic locations to augment existing operations for international iGaming, technology and finance businesses. Our services range from small, focused 'special forces' teams driving transformation, through to large rapidly scalable operations and support services.

Our teams are orchestrated from the RokkerX UK offices and speak English as our chosen international business language. We want RokkerX to be a truly great place to work. As such, we celebrate the benefits of the cultural diversity we're able to enjoy as an international business and take great care of our people.

Each of our teams enjoy the comfort of their own in-country hub where their community can connect, collaborate, and create. All of our hubs are designed to our international standards to provide teammates with high-quality optimal working environments.

RokkerX - Sofia

We have the mandate to build an awesome Sportsbook Trading Operation from the ground-up. This will serve some of the best-known brands in Sportsbook across the globe. Chosen as the central hub for this operation the team will rapidly expand both within Sofia and across new strategic regional hubs around the world.

It's a very exciting time to join RokkerX!



HIGH PERFORMANCE TEAMS

Why Join Us:

The Team

- Fun & inclusive team based out of a modern and well-equipped office.
- Fostering a culture of support & belonging
- People who enhance the social lives of the people around them
- High performing colleagues

The Work

- Sports focussed
- Eventful and face-paced
- Exposure to a wide range of people, products & services and organisations
- Part of a rapidly scaling trading operation

The Associations

- Aligned to leading global brands in media, sportsbook & casino
- Proud to be part of the Rokker Network

The Journey

- Access to inspiring colleagues
- Global opportunity for career progression
- An organisation focussed on learning and personal growth
- Promotion on ability and aptitude (not years worked in the organisation)

The Opportunity

- An organisation focused on personal growth
- Cross network support and learning; access to training & coaching
- Encouraging innovation; feed your ideas into evolving products and services

The Awesome Benefits

- Competitive salary & bonus plus:

Benefits:



Apply to do a job you'll love, with a team you'll love!

www.RokkerX.team



Send your CV to careers@rokkerx.team

www.RokkerX.team